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United States Senate

WASHINGTON, DC 20510

December 2, 2010

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Julius Genachowski
Chairman
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

Dear Chairman Genachowski:

I write to you once again about billing practices in the wireless industry. As reported in the *Washington Post* this week, cell phone companies are beginning to unveil faster, more comprehensive networks at the same time they are moving toward tiered pricing plans based on how much data a wireless customer uses. In light of these developments, I urge the Federal Communications Commission (FCC) to consider how tiered pricing will impact billing practices in the wireless industry.

Although the continued evolution of wireless technology will provide cell phone consumers with a variety of voice and data plans to suit their particular needs, tiered pricing can, if not implemented correctly, lead to increased consumer confusion, mystery charges and overages. As I've said before, consumers should know what they're purchasing and smart phone users should know how much data they consume. It is for this reason that wireless companies should offer consumers clear, transparent and informative bills.

Advancements in wireless technology have presented consumers with exciting new cell phone and smart phone options. Those advancements should not go hand-in-hand with increased consumer confusion. For this reason, I urge the FCC to maintain robust oversight of wireless bills. I look forward to working with you on this issue.

Sincerely,



Amy Klobuchar
United States Senator



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

January 21, 2011

The Honorable Amy Klobuchar
United States Senate
302 Hart Senate Office Building
Washington, D.C. 20510

Dear Senator Klobuchar:

I very much appreciate your most recent letters discussing the need for more transparency and clarity in wireless service billing. Your thoughts on this important subject are very helpful and will be included in the records and considered as part of the Commission's review of its Consumer Empowerment Agenda.

I am proud of the action the Commission is taking to protect and empower American consumers. One of our most fundamental responsibilities is to ensure that consumers are fully informed in the billing process and that they are charged only for services they have requested. We continue to evaluate the best ways in which to effectively achieve these goals, including through our August 2009 *Notice of Inquiry* and the recent *Bill Shock NPRM*.

I look forward to continue working with you on these important matters. Please let me know if you have any additional thoughts or concerns.

Sincerely,



Julius Genachowski